



PERSONNEL COMMISSION

Class Code: 5143
Salary Range: 20 (S1)

MAIL/SWITCHBOARD SERVICES SUPERVISOR

JOB SUMMARY

Under general supervision, plan, organize, oversee and participate in a variety of activities related to the receipt, processing and delivery of mail and the operation of the District's centralized telephone switchboard system; train and supervise the performance of assigned personnel; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Oversee and participate in the receipt, processing and delivery of mail to District sites; apply appropriate postal regulations, including bulk, express and certified mail; oversee bulk mailing activities; calculate postage; prepare related paperwork secure funds required for postage meters. **E**
- Oversee and participate in the operation of the District's centralized telephone switchboard system; provide information and assistance to callers; answer and direct phone calls to appropriate personnel; greet and direct visitors at the Board of Education building. **E**
- Train and supervise the performance of assigned staff; assign, schedule and review the work of staff; interview and assist in the selection of employees and recommend transfers, reassignment, termination and disciplinary actions. **E**
- Utilize, maintain and oversee the operation of the computerized mail management system and related machines in the preparation and processing of large District mailings; make minor repairs and adjustments as needed. **E**
- Monitor inventory levels of mailroom and switchboard supplies and materials; order, receive and maintain inventory of supplies and materials; arrange for equipment repair as necessary; provide recommendations concerning the purchase of new equipment. **E**
- Prepare and modify mail delivery schedules and routes to assure timely delivery of District mail; prioritize workload according to established time lines; coordinate deliveries with other departments; authorize incoming deliveries; drive a District vehicle to conduct work. **E**
- Communicate with other departments, staff, District personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns; confer with U.S. Postal Service representatives and other shipping vendors regarding new postal regulations and rate changes. **E**

- Operate a postage meter, processing machine, scale and other mailroom machines, equipment and tools; operate a variety of office equipment including a fax machine, copier, typewriter, computer and assigned software. ***E***
- Prepare and maintain a variety of records and reports related to postage expenses, financial activity, personnel and assigned duties; establish and maintain filing systems; process forms and applications; prepare receipts as necessary. ***E***
- Receive, route and arrange delivery of mail from outside postal agencies; maintain related records. ***E***
- Coordinate and conduct in-services as directed; attend and participate in a variety of assigned meetings, conferences and training sessions. ***E***
- Observe and report suspicious packages and mail to appropriate District personnel. ***E***
- May deliver mail as needed.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS:

A Mail/Switchboard Services Supervisor oversees and participates in the daily operations of the District mail room and centralized telephone switchboard system at the Board of Education building. Incumbents train and supervise the performance of assigned staff and assure smooth and efficient mailroom and switchboard operations.

EMPLOYMENT STANDARDS

Knowledge of:

- Methods, practices, procedures and equipment used in the receipt, processing and delivery of inter-office and U.S. mail.
- Current U.S. Postal Service rates for various classes of mail.
- Operation of manual and automated mail processing machines.
- Operation of a centralized telephone switchboard.
- Telephone techniques and etiquette.
- District organization, operations, policies and objectives.
- Applicable laws, codes, regulation, policies and procedures.
- Principles and practices of supervision and training.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Operation of office equipment including a computer and assigned software.
- Record-keeping and report preparation techniques.
- Modern office practices, procedures and equipment.
- Basic math.

Ability to:

Plan, organize, oversee and participate in a variety of activities related to the receipt, processing and delivery of inter-office and U.S. mail and the operation of the District's centralized telephone switchboard system.

Train and evaluate the performance of assigned personnel.

Interpret, apply and explain rules, regulations, policies and procedures.

Resolve issues and concerns as appropriate.

Operate manual and automated mail processing machines and other mailroom equipment.

Operate a centralized telephone switchboard.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Operate a variety of office equipment including a computer and assigned software.

Maintain records and prepare reports.

Plan and organize work.

Prioritize and schedule work.

Add, subtract, multiply and divide quickly and accurately.

Monitor, order and maintain inventory of supplies and equipment.

Education and Training:

Graduation from high school.

Experience:

Three years of mailroom experience including some experience answering a multi-line telephone system. Lead or supervisory experience is preferred.

Any other combination of training and/or experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Valid California Class C driver's license.

Applicants for this classification will be required to obtain and submit, at his/her own expense, his/her current motor vehicle driving record at the time of appointment. The record must meet and be maintained at the District's safe driving standard. Failure to meet this requirement will result in the disqualification and/or rejection of the applicant regardless of any other standing.

WORKING ENVIRONMENT

Mailroom and office environment.
Constant interruptions.
Driving a District vehicle to conduct work.
Working around and with machinery having moving parts.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard and a variety of mailroom and office equipment.
Seeing to read a variety of materials.
Hearing and speaking to exchange information in person and on the telephone.
Lifting, carrying, pushing and pulling heavy objects and carts (39 pounds or more).
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.
Walking.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.